

CLAIMS

1 1. A system for managing computer system performance, comprising:
2 a user system, comprising:
3 a workstation;
4 at least one peripheral device in communication with said workstation;
5 at least one software application executable by said workstation;
6 a consolidated monitoring tool executable by said workstation; and
7 a database storing information relating to products installed on said user system;
8 and
9 a communications link for allowing said user system to communication with a
10 vendor system; wherein
11 said consolidated monitoring tool performs diagnostics, tuning, and configuration
12 services to said user system.

1 2. The system of claim 1 wherein said consolidated monitoring tool includes:
2 a system monitor application; and
3 an Internet connector application.

1 3. The system of claim 2, wherein said system monitor application receives data
2 from said Internet connector application for use in providing configuration services.

1 4. The system of claim 2, wherein said Internet connector application gathers
2 information relating to a product installed on said user system via an Internet connection
3 to a vendor system associated with said product.

1 5. The system of claim 4, wherein said Internet connector application builds a
2 database based upon said information gathered and stores said information in said
3 database.

1 6. The system of claim 5, wherein said information relating to said product
2 includes:
3 product name;
4 product version;
5 product alert; and
6 vendor contact information.

1 7. The system of claim 1, wherein said consolidated monitoring tool determines
2 optimum performance values for said user system and configures said user system in
3 accordance with said optimum performance values.

1 8. The system of claim 1, wherein said consolidated monitoring tool performs
2 said diagnostics via:
3 retrieving a detailed description of an error encountered by said user system; and
4 presenting said detailed description to said user system.

1 9. The system of claim 1, wherein said consolidated monitoring tool performs
2 said diagnostics via:
3 retrieving a list of action items from said database; and
4 presenting said list to said user system.

1 10. The system of claim 1, wherein said consolidated monitoring tool performs
2 said diagnostics via:

3 retrieving connection information relating to a vendor associated with an error
4 encountered on said user system; and
5 connecting to said vendor;
6 retrieving corrective actions from said vendor; and
7 displaying said corrective actions for said user system.

1 11. The system of claim 1, wherein said diagnostics, said tuning, and said
2 configuration services are performed automatically by said consolidated monitoring tool.

1 12. A method for managing computer system performance, comprising:
2 querying a user system for an inventory of all installed components upon
3 installation of a new component;
4 building a database of information relating to said installed components;
5 extracting data relating to said new component and vendor;
6 connecting to said vendor's web site using said data;
7 retrieving product information relating to said new component;
8 verifying requirements of said new product against existing installed
9 components; and
10 configuring said user system based upon said verifying said requirements.

1 13. The method of claim 12, wherein said installed components include:
2 software;
3 hardware; and
4 peripheral devices.

1 14. The method of claim 12, wherein said database of information includes:
 2 product name;
 3 product release level;
 4 product maintenance level; and
 5 contact information for said vendor.

1 15. The method of claim 12, wherein said product information includes:
 2 product alerts;
 3 product maintenance level;
 4 current message translation tables; and
 5 diagnostic information.

1 16. The method of claim 15, wherein said message translation table includes:
 2 warning flags;
 3 error symptom strings;
 4 expanded text; and
 5 wizards.

1 17. The method of claim 12, wherein said verifying requirements includes
 2 determining available memory.

1 18. The method of claim 12, wherein said configuring is automatically
 2 performed.

1 19. The method of claim 12, wherein said configuring is manually performed.

20. A method for managing computer system performance, comprising:
 monitoring activities occurring on an executing application;
 upon encountering an error, intercepting said error, wherein:
 if said error is minor:
 searching a database for said error;
 displaying a corresponding explanation of said error for a user via translation
 tables in said database; and
 displaying a corresponding set of action items for resolving said error or
 preventing a future occurrence of said error; and
 if said error is severe:
 providing a detailed explanation of said error;
 providing an explanation of a recovery plan underway to correct said error; and
 connecting to a vendor for further assistance.

21. A storage medium encoded with machine-readable computer program code
 for managing computer system performance, the storage medium including instructions
 for causing a computer to implement a method, comprising:
 querying a user system for an inventory of all installed components upon
 installation of a new component;
 building a database of information relating to said installed components;
 extracting data relating to said new component and vendor;
 connecting to said vendor's web site using said data;
 retrieving product information relating to said new component;
 verifying requirements of said new product against existing installed
 components; and
 configuring said user system based upon said verifying said requirements.

1 22. The storage medium of claim 21, wherein said installed components include:
 2 software;
 3 hardware; and
 4 peripheral devices.

1 23. The storage medium of claim 21, wherein said database of information
 2 includes:
 3 product name;
 4 product release level;
 5 product maintenance level; and
 6 contact information for said vendor.

1 24. The storage medium of claim 21, wherein said product information includes:
 2 product alerts;
 3 product maintenance level;
 4 current message translation tables; and
 5 diagnostic information.

1 25. The storage medium of claim 24, wherein said message translation table
 2 includes:
 3 warning flags;
 4 error symptom strings;
 5 expanded text; and
 6 wizards.

1 26. The storage medium of claim 21, wherein said verifying requirements
 2 includes determining available memory.

1 27. The storage medium of claim 21, wherein said configuring is automatically
2 performed.

1 28. The storage medium of claim 21, wherein said configuring is manually
2 performed.

1 29. A storage medium encoded with machine-readable computer program code
2 for managing computer system performance, the storage medium including instructions
3 for causing a computer to implement a method, comprising:

4 monitoring activities occurring on an executing application;
5 upon encountering an error, intercepting said error, wherein:
6 if said error is minor:
7 searching a database for said error;
8 displaying a corresponding explanation of said error for a user via translation
9 tables in said database; and
10 displaying a corresponding set of action items for resolving said error or
11 preventing a future occurrence of said error; and
12 if said error is severe:
13 providing a detailed explanation of said error;
14 providing an explanation of a recovery plan underway to correct said error; and
15 connecting to a vendor for further assistance.